Customer First indicator results

Annex 3

Letters dealt with within 10 days	Result for 2006/07	Result for	2007/08	Change	Target
		Tables	0(from	achieved?
Target = 95%		Total rec'd	% answered	2006/07	
Chief Executive's	070/	4.001	0.001	improved	✓
City Strategy	97% 93%	4,081 1,111	98% 97%	improved improved	↓
HASS		,			· ✓
LCCS	93%	9,923 6,749	96%	improved	↓
	98%		97%	declined	*
Neighbourhood Services	92%	400	71%	declined	× √
Resources	100%	10,343	97%	declined	
York Customer Centre	n/a	n/a	n/a	n/a	n/a
Total for Council	95%	32,607	97%	declined	✓
					- .
Ctage 0. Compleinte de alt with within 10 days	Result for 2006/07	Result for	2007/08	Change from	Target achieved?
Stage 2 Complaints dealt with within 10 days <i>Target = 95%</i>		Total va ald	0/ anowarad	2006/07	achieveu
Target = 35 %		Total rec'd	% answered	2000/07	
Chief Executive's	n/a	0	n/o	n/a	n/a
City Strategy	75%	1	n/a 100%	improved	11/a ✓
					×
HASS LCCS	74%	47	72%	declined	× √
	100%	9	100%	stable	✓ ✓
Neighbourhood Services	n/a	2	100%	stable	-
Resources	100%	5	80%	declined	*
York Customer Centre	n/a	n/a	n/a	n/a	n/a
Total for Council	83%	64	78%	improved	×
	Result for 2006/07	Result for	2007/08	Change	Target
Stage 3 Complaints dealt with within 10 days		Tabalasala	0(from	achieved?
Target = 95%		Total rec'd	% answered	2006/07	
Chief Executive's	n/a	0	n/a	n/a	n/a
	17%	4			11/a ×
City Strategy HASS	50%	24	75%	improved	×
LCCS			67%	improved	
	n/a	0	n/a	n/a	n/a
Neighbourhood Services	n/a	1	100%	stable	,
Resources	n/a	0	n/a	n/a	n/a
York Customer Centre	n/a	n/a	n/a	n/a	n/a
Total for Council	50%	29	69%	improved	×
					T
Visitors seen within 10 minutes	Result for 2006/07	Result for 2007/08		Change from	Target achieved?
				2006/07	achieveu
Target = 100%		Total visitors	% seen	2000/07	
5	1000/	0.040	1000/	et a la la	
Chief Executive's	100%	2,048	100%	stable	✓ ✓
City Strategy	100%	33666	100%	stable	
HASS	96%	25,557	96%	stable	×
LCCS	100%	47,845	100%	stable	✓
Neighbourhood Services	100%	5,950	100%	declined	×
Resources	99%	41,435	99%	stable	×
York Customer Centre	n/a	n/a	n/a	n/a	n/a
Total for Council	99%	156,501	99%	stable	×
	Result for 2006/07	Result for	2007/08	Change	Target
Those needing further help seen within 10				from	achieved?
minutes <i>Target = 100%</i>		Total visitors	% seen	2006/07	
Chief Executive's	100%	1,649	100%	stable	√
City Strategy	100%	5124	100%	stable	\checkmark
HASS	87%	2,718	94%	improved	×
		27,499	100%	stable	\checkmark
LCCS	100%				×
LCCS	100% 100%	3.570	71%	declined	~
LCCS Neighbourhood Services	100%	3,570 1,378	71% 100%		~ ~
LCCS Neighbourhood Services Resources	100% 100%	1,378	100%	stable	\checkmark
LCCS Neighbourhood Services	100%				